



**MAKING MOMENTS COUNT  
FOR KIDS & FAMILIES**

**Position: Director of Nursing & Operations**

Reports to: Executive Director

**Crescent Cove**

The mission of Crescent Cove is to offer care and support to children and young adults with a shortened life expectancy, and their families who love them. Crescent Cove is Minnesota's first residential children's respite and hospice home, which opened in May 2018 in Brooklyn Center. The Home provides short, 1-7 day respite breaks for children with life-threatening conditions, as well as sacred space beyond the hospital or home environment for compassionate care at the end-of-life. Crescent Cove provides support services such as massage, music, and art therapy, spiritual care and healing touch, and support groups for families caring for a child with a life-threatening condition.

**Position Summary**

Crescent Cove is looking for a passionate and skilled nursing and operations director. This leader will manage all internal leaders to ensure that work is being accomplished as planned. He or she will manage and have oversight for the standards of care for a residential hospice and respite home setting and oversee compliance with clinical policies and procedures related to the license and clinical standards. The Director of Nursing and Operations is responsible for the management of risk and liabilities to ensure safety, compliance, and stability for Crescent Cove within the context of a residential hospice license. This leader will align and communicate progress of leaders' plans towards the strategic direction of the board of directors and identify and manage potential capacity and goal attainment gaps.

**Primary Duties and Responsibilities**

The Director of Nursing and Operations will perform the following duties:

- Commitment to and understanding of Crescent Cove's mission, vision and values
- Manage internal leaders
- Oversee day to day operations ensuring appropriate organizational infrastructure and implementation of policies and procedures that support the goals and objectives of Crescent Cove
- Meet and facilitate leaders' meetings
- Hold leaders accountable to their plans aligned with the strategic plans
- Oversee license requirements and credentials, including the Residential Hospice License and clinical staff
- Review and ensure all clinicians are trained to the clinical policies and procedures in coordination with Crescent Cove's clinical framework and residential hospice license to maintain licensure
- Follow-up on incident reports as needed
- Oversee maintenance schedule for medical equipment
- Oversee and manage liabilities and risk management for the hospice home and staff

- Report to the board of directors to ensure the leaders' plans fulfill strategic direction of the board
- Offer confidence and support between internal staff and stakeholders
- Provide inspirational and effective leadership and direction to staff and ensure the continued development and management of a professional and efficient organization
- Assist in establishing effective decision-making processes that will enable Crescent Cove to achieve its long and short-term goals
- Monitor performance and results to ensure meaningful financial reporting, planning, analysis, budgeting and forecasting
- Create and implement processes to ensure best pediatric hospice and palliative care practices
- Oversight with the billing process
- Oversee hiring, supervision and evaluation of employee performance
- Review and approve timecards for administrative staff
- Perform other responsibilities as assigned

***Qualifications***

- MN RN license in good standing required
- Five or more years of direct patient care experience as an RN
- PICU, NICU, hospice or palliative care experience preferred
- Human resources experience
- Five or more years of management or leadership experience
- Bachelor's Degree required, Master's preferred

***Knowledge, skills and abilities***

- Positive role model
- Honesty and integrity
- Demonstrates self-awareness of personal, ethical, spiritual, cultural beliefs
- Highly developed professional & interpersonal skills
- Attention to detail and follow-through
- Knowledge of palliative, hospice and bereavement care
- Excellent verbal and written communication skills and ability to work effectively on a one-to-one basis and within groups
- Knowledge of and ability to use software
- Self-motivated, self-directed, enthusiastic, energetic, creative and highly organized
- Inspire trust and confidence and maintain a high degree of professionalism, integrity and confidentiality
- Active listening skills
- Fluency in English

To apply, please submit a cover letter and resume to Karla Vaughan, Office Manager, at [Karla.Vaughan@CrescentCove.org](mailto:Karla.Vaughan@CrescentCove.org). References and background check will be required following successful interview.